EPSON PRODUCT SUPPORT BULLETIN

Date:	09/26/2006	**Originator:**	TC
PSB #:	PSB.2006.09.001	**Authorization:**	*Kps*
Reference:	TI06-45e Rev. A	**Total Pages:**	1
Product(s):	MovieMate 25 / 30s		
Subject:	How to remove unsupported CD/DVD from the tray		

This bulletin was created to inform customers of how to remove an unsupported CD or DVD from their MovieMate 25 / 30s DVD trays when they cannot eject it.

If you attempt to play an unsupported CD or DVD in your MovieMate 25 / 30s and you cannot remove the CD / DVD from the tray or the unit does not respond to pressing the "Open/Close" button, please try the following procedure:

1. Verify that the "Tray Lock" feature is not enabled. You can lock the tray to prevent children from playing with it. If you press the tray "Open/Close" button, and "TRAY LOCK" appears briefly in the display window above the tray, then the Tray Lock feature is enabled on your MovieMate. See your User's Guide for information about disabling the Tray Lock feature.
2. Turn off the power button and unplug the power cable.
3. Plug the power cable back in. Then immediately after pressing the main power button, press the "Open/Close" button next to the disc tray.

If you are unsuccessful after trying the procedures above, do not try to force the disc tray open or disassemble the main unit. Using force may damage the DVD unit, the disc tray, or your CD / DVD. If you damage your CD / DVD it may not play anymore.
NOTE: If there are signs of physical damage or evidence that you have damaged the MovieMate or its DVD mechanism the repair costs may not be covered under warranty.

If the CD or DVD still cannot be removed from the tray please contact Epson Technical Support or an Epson Authorized Customer Care Center nearest you.

To find the Epson Customer Care Center nearest you, visit http://support.epson.com

You can also call the Epson Connection℠ PrivateLine® Support at (800) 637-7661 + PIN # (the PIN# is included with your MovieMate). Without a PIN #, call (562) 276-4394 in the U.S. or (905) 709-3839 in Canada. For more information regarding contacting Epson, see your MovieMate User's Guide

EPSON PRODUCT SUPPORT BULLETIN

Date:	09/26/2006	**Originator:**	TC
PSB #:	PSB.2006.04.001A	**Authorization:**	*Kps*
Reference:	N/A	**Total Pages:**	2
Product(s):	Epson MovieMate 25 / 30s		
Subject:	The MovieMate subwoofer volume knob needs to be turned up		

This bulletin was created to inform customers about operational uses of the Epson MovieMate subwoofer and provides information about the subwoofer's volume knob needing to be turned up almost all the way up to hear it.
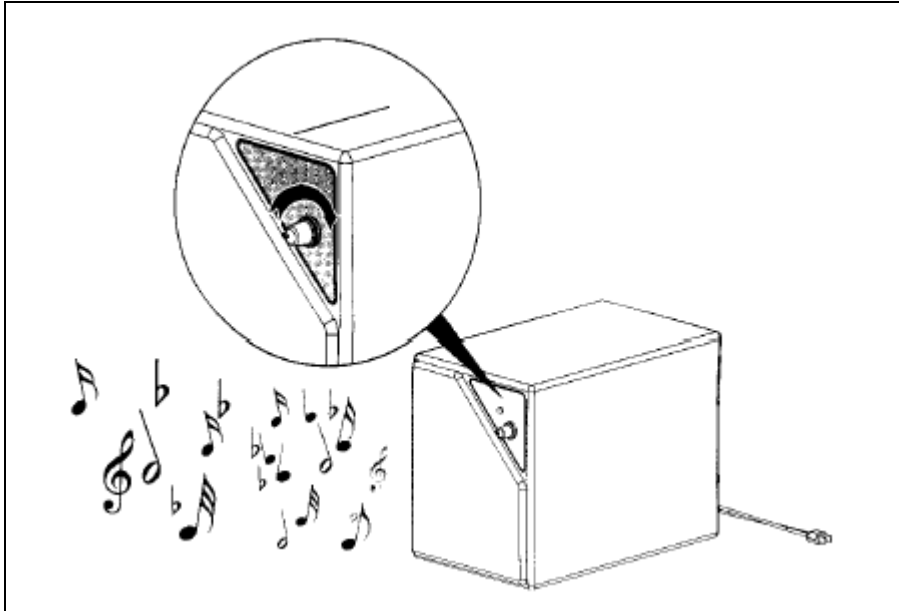
The subwoofer output volume is directly controlled by the volume level of the internal speakers. If the internal speaker volume is low then the subwoofer volume will also be low. Epson is aware that the volume level on the subwoofer needs to be turned up almost all the way in order to readily hear the subwoofer. However, the subwoofer is not intended to be a "3rd speaker" nor is it supposed to behave like a "center audio channel."

The subwoofer volume level is more subtle than the built in speakers of the MovieMate. The subwoofer is intended to produce low frequency sound output such as "booms" or "thuds" heard in a movie that are outside the frequency response of the built in speakers.

The crossover knob has a lot to do with what is heard, too. When set to "80," only low frequency audio will be heard such as "booms" or "thuds." When set to 300, the subwoofer will allow a larger portion of the audio spectrum to pass through and the audio output starts to sound more like the built in speakers of the MovieMate. The subwoofer may not sound as loud as the built in speakers, but it is performing its intended function of reproducing the lower audio frequencies. The crossover knob should be set based on user preference.
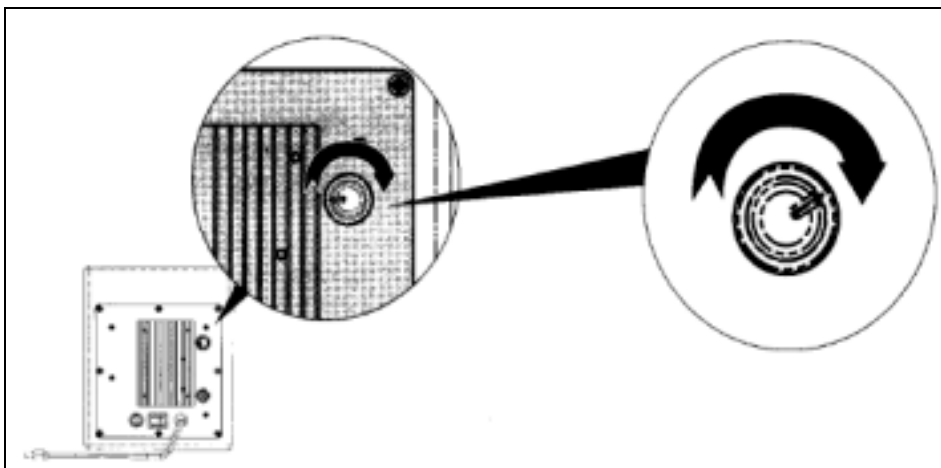
The following text and images are excerpts from the AuraSound setup guide included in the box with the subwoofer. AuraSound recommends the following settings;
Volume adjustment:

- Turn the Volume knob to increase the volume level and set relative sound level of the subwoofer to the speakers of the MovieMate projector. See the image below.

Crossover Adjustment
- Turn the Crossover knob clockwise to increase the upper frequency limit of the subwoofer. When set correctly the total sound range from the speakers of the MovieMate projector and the subwoofer should be smooth and continuous with no missing notes or frequency ranges. AuraSound recommends a setting of 2 o'clock as shown below.

EPSON PRODUCT SUPPORT BULLETIN

Date:	11/23/2005	**Originator:**	JAM
PSB #:	PSB.2005.11.004	**Authorization:**	*Kps*
Reference:	TI 05-51e Rev. A	**Total Pages:**	1
Product(s):	Epson MovieMate 25		
Subject:	Do's and Don'ts of tilt angle for the Epson MovieMate projector		

Reason:
This bulletin is being released with guidelines on using the projector in a tilt position to avoid possible issues in performance with the built-in DVD player and damage to media.

Question 1: Can the unit be lifted higher by tilting it to position the screen higher on the wall or projection screen?

Answer 1: Yes, however Epson America, Incorporated (EAI) does not recommend using the product in a tilted position due to performance issues such as video playback skipping, audio not tracking properly and breaking up.

Question 2: What is the maximum number of degrees that the unit can be tilted up?

Answer 2: Although EAI cannot guarantee the performance of the projector when used under such conditions, the projector could be tilted upward up to 5 degrees without problems. However, the customer shall take full responsibility for such use or any damage incurred.

Question 3: What possible problems might a user have by using it in a tilted position?

Answer 3: Small, 8 cm disc media may pop off the tray when the tray is opened and the projector is used in a tilted position. The disc may be scratched or damaged, which is not a fault of the manufacturer. When using the product in a tilted position, discs may not sit well in the player tray and may rattle while in playback operation.